

E-01345A-08-0172



0000089115

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

470

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71854

Date: 10/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Pat Last: McCarren

Account Name: Pat McCarren

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: El Mirage

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Nancy Biggs

Contact Phone: (602) 250-2922

Nature of Complaint:

Received the following note attached to the APS Notice of Hearing by APS regarding their rate case. The note points to a newspaper clipping (name of newspaper not provided) that states that a "raise from \$548,00 a year to \$800,000" a year was what VP Randall Edington was getting as a base salary. The customer's note states "I DON'T WANT TO PAY FOR THIS".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I replied back to the customer with the following letter:

October 1, 2008

Pat McCarren
[REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Pat McCarren:

Arizona Corporation Commission
DOCKETED

OCT - 2 2008



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 OCT - 2 P 3: 58

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This is to acknowledge your letter regarding the Arizona Public Service Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division
:rxl

10-1 E-mailed OPINION to Carmen Madrid, ACC Phoenix Office, to have this docketed towards APS rate case docket no.E-01345A-08-0172. File closed.

End of Comments

Date Completed: 10/1/2008

Opinion No. 2008 - 71854

E-013 45 A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 71874

Date: 10/2/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Charles**

Peterson

Account Name: Charles Peterson

Home: /

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: -

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: |

Contact Phone:

Nature of Complaint:

Received the following correspondence

9/24/08

Regarding Docket E-01345A-08-0172

Dear Sir:

Please do not permit APS rate increase again. Re ok or have to increase substantially. APS needs to conduct internal audit to control costs top to bottom - whatever it takes as reminder of private sector must do. No rate increase-freeze salaries, bonuses, executive comps at APS.

Charles Peterson

Sun City West, AZ

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

10/02/08-

(Docket No. E-01345A-08-01720)

I called customer and left him a voice mail message expressing the fact that I will make sure to enter his opinions into our database against the proposed rate increase by APS. I also told customer that his letter would be docketed so that the Commissioners and staff will have an opportunity to read his comments before

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rendering their decision. CLOSED.

10-2 E-mailed OPINION to Carmen Madrid, ACC Phoenix Office, to have this docketed towards APS rate case docket no.E-01345A-08-0172. File closed.

End of Comments

Date Completed: 10/2/2008

Opinion No. 2008 - 71874
